



Position Available

State Court Administrative Office

JUVENILE JUSTICE QUALITY ASSURANCE MANAGER

Salary: \$88,254.40 - \$116,500.80

The State Court Administrative Office is currently seeking qualified applicants for the position of Juvenile Justice Quality Assurance Manager. Reporting directly to the Child Welfare Services Director, the position manages staff assisting trial courts with requirements and procedures related to juvenile justice data collection and sharing, developing quantitative and qualitative quality assurance methods, and ensuring compliance with court rules, policies, and statutes. Assignments may have a direct relationship to work in other units within SCAO and may have an impact on other staff and the public. Essential duties and responsibilities include, but are not limited to the following:

- In consultation with division leadership, develop a strategic plan for the collection, sharing and analysis of juvenile justice data and ongoing quantitative and qualitative quality assurance processes.
- Oversee the development of juvenile justice key performance measures.
- Lead division staff, including helping to determine human resource and staff development needs, and providing development resources, performance communication planning, recognition, and discipline.
- Develop concise Performance Communication Plans (PCP) for direct reports. Meet with staff regarding plans at an appropriate frequency and document those meetings.
- Deliver services within the department budget.
- Prepare and present recommendations to improve trial court data collection and sharing and direct or assist with implementation.
- Manage programs in Juvenile Justice Services Division. Develop and oversee the research and development of policies and procedures.
- Attend meetings of judicial/court associations to discuss impact of proposal(s) on trial courts and possible implementation methods.
- Serve as liaison to convey Supreme Court and State Court Administrative Office (SCAO) positions and policies at judicial conferences, meetings, and Court Administration Association meetings. Serve on committees and task forces within and outside of SCAO.
- Manage complex, time-limited projects that may require training other assigned staff and coordinating their activities.
- Respond to inquiries from regional administrators, Supreme Court and SCAO personnel, judges, court personnel, and others regarding data, quality assurance processes and technical assistance.
- Prepare training materials in conjunction with MJJ for presentation to judges, administrators and support staff.

MINIMUM QUALIFICATIONS:

EDUCATION

- Bachelor's degree. Training in Behavioral Sciences, Juvenile Justice, Family Sciences or related fields of study highly preferred.

EXPERIENCE

- Five years of progressively responsible work experience in the child welfare/juvenile justice field, including experience in child welfare strategic planning, policy and program development, and working with multidisciplinary child welfare/juvenile justice leaders.

KNOWLEDGE

- Comprehensive understanding of court processes and procedures sufficient to exercise discretion in selecting alternative courses of action;
- Advanced knowledge of dispute resolution;
- Excellent research, writing and editing skills;
- Strong interpersonal and communication skills.

ABILITY

- Manage multiple, complex projects;
- Plan, problem-solve, analyze situations, think creatively, and make decisions;
- Facilitate collaboration and manage relationships between SCAO and the courts and groups such as Department of Health and Human Services, private agencies, Indian Tribes, attorneys, universities, community and public health, and education;
- Prioritize multiple projects with competing deadlines;
- Coach and manage conflicts;
- Manage a wide degree of formal writing and media development assignments.

WORK LOCATION: Hall of Justice, Lansing, Michigan. Remote work may be available for this position.

TO APPLY: Please e-mail your cover letter and resume in Word or Adobe.pdf format to jobapps@courts.mi.gov and include "JJS Quality Assurance Manager" in the subject line. If you are unable to send applicant materials electronically, please contact Judicial Human Resources at (517) 373-1147. Position subject to budget appropriation and, if approved, will begin July 2023.

APPLICATION DEADLINE:
Open Until Filled

AN EQUAL OPPORTUNITY EMPLOYER